



Greenwood County, SC

Job Description

FLSA: Exempt	Exemption: Computer (Unique and specific examples may alter this designation. Affected employees will be notified by their supervisors).	
Class Title: Software Support Analyst	Department: IT/GIS	
Pay Grade: 121	Revised: 7/1/15	

General Description

The purpose of this class within the organization is to design, develop, program, test and install computer systems for County departments. Receives and responds to inquiries and requests for assistance with computer software projects and problems. Provides personal computer/printer support and troubleshooting to the County offices and remote locations and performs various administrative duties.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

Essential Functions:

Manages, upgrades, and troubleshoots all virtual (SAN) and physical servers (software and hardware).

Administers SQL server databases. Includes creating databases, backing up databases, managing automated maintenance plans, and monitoring performance.

Manages the network infrastructure; including configuration and maintenance of switches, routers, wireless access points, and cabling.

Writes primarily financial and human resources reports for county administration as well as custom reports and data queries for various departments.

Manages and configures software and hardware to back up data on all servers as well as employee data from personal computers. Implements vendor software on servers and personal employee computers.

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Provides day-to-day IT helpdesk support, software and hardware configuration and troubleshooting.

Additional Duties:

Provides IT support to the county's Emergency Management Program and serves as IT specialist for the county's operation center in the event of an emergency.

Provides IT training to county employees and website training to the public.

Executes custom GIS analysis and GIS database administration.

Plans and implements computer, server, and network security.

Writes custom programs, websites and scripts.

Manages third party office productivity applications.

Performs related work as assigned

Responsibilities, Requirements and Impacts

Data Responsibility:

Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Gathers, organizes, analyzes, examines or evaluates data or information and may prescribe action based on these data or information.

People Responsibility:

People include co-workers, workers in other areas or agencies and the general public.

Provides information, guidance or assistance to people that directly facilitates task accomplishment; may give instructions or assignments to helpers or assistants.

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Asset Responsibility:

Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management of a small division; handles supplies of high value or moderate amounts of money consistent with the operation of a small division.

Mathematical Requirements:

Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.

Uses mathematics involving the practical application of fractions, percentages, ratios and proportions; or measurements, logarithmic, or geometric construction; may use algebraic solutions of equations and inequalities, descriptive statistics, deductive geometry, plane and solid and rectangular coordinates; mathematical and classifications or schemes.

Communications Requirements:

Communications involves the ability to read, write, and speak.

Reads professional literature and technical manuals; speaks to groups of employees, other public and private groups; writes manuals and complex reports.

Judgment Requirements:

Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policies and practices.

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Complexity of Work:

Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.

Performs coordinating work involving guidelines and rules, with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressures.

Impact of Errors:

Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.

The impact of errors is moderately serious – affects work unit and may affect other units or citizens or loss of life could occur but probability is low.

Physical Demands:

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

Performs light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.

Equipment Usage:

Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.

Supervises the handling/use of machines, tools, equipment or work aids involving extensive latitude for judgment regarding attainment of a standard or in selecting appropriate items.

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Unavoidable Hazards:

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

None.

Safety of Others:

*Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public. **(Does not include safety of subordinates)**.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

Minimum Education and Experience Requirements:

Requires a Bachelor's Degree in engineering or computer science or a related field.

Requires four years of experience in IT network management OR an equivalent combination of education, training and experience.

Special Certifications and Licenses:

None

Americans with Disabilities Act Compliance

Greenwood County is an Equal Opportunity Employer. ADA requires Greenwood County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

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